ORDERS
&
PAYMENTS

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Your Gallereo site has all of the information to make orders and payments easy if you choose to make use of the ecommerce functionality.The following are just some tips and pointers about the orders part of the admin system so that you can make sure you are getting the best out of your site.

ORDER INFORMATION

When you go to "Manage / Process Orders" you will see a list of all of the purchases and attempted purchases on your store. We give you a brief overview of the order as well as the payment status of the order, so that you know which orders have been successful, which orders haven't and which orders are unclear. This lets you take action where necessary and also highlights the orders where your customers might need a little extra help to make it to the end of the process.

A TOTAL SERVICE

Once you have filled in your contact information on the "Configuration" menu you will be able to make full use of the Packing Slip and Invoice function that is contained within each order. If you click "Print Invoice" for example, you will see that it is fully branded to fit with your site, based on the information that you entered on the "Contact Information" page.

WHAT'S HAPPENING WITH THAT ORDER?

If you need to keep track of what is happening with each order, there is a status update function. Here you can assign a new status to each order as they progress through your dispatching system. As well as being useful for keeping track of orders in-house, you can also keep your customers up to date, just make sure you tick the "Email Status Update to Customer" box and an email will automatically be sent out to let the customer know exactly what's happening.

HAVE THEY PAID?

As part of the order information, we clearly diaplay whether or not an order has been paid for. There are a few payment gateways which are exempt from this such as Invoices, where it is impossible to tell if payment has been sent yet.

At a glance you will be able to see whether this is a tick or a cross against an order. If there is a cross against the order it is worth checking whether the customer has ran into problems when paying. For example, if they are paying by credit card, the payment notes for an order will let you know if their payment prompted any errors from the card processor. If you can see what the error is, you may just be able to help that customer reach the end of the checkout.

WHAT HAS BEEN ORDERED?

For each order you will receive an email detailing what has been ordered, but you can also check those details in the orders admin. In an individual order there will be an item summary letting you know the artwork code, artwork title, along with any options that have been selected, and the quantity ordered.

For further information about the orders and payment settings for your site, please consult the full Gallereo user manual. If you're still stuck, let us know at support@gallereo.com.

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